

## **Regional Resolution Process for Outstanding Issues Related to Admission and Discharge from State Facilities**

**Purpose:** To provide a bidirectional process for resolution of issues related to policies and procedures affecting admissions to and discharges from the State Facilities. The process establishes solution oriented communications and timely and effective problem solving. This process establishes clear time frames and clearly defined steps for notification, discussion, and resolution at the CSB, State Hospital, and Central Office levels.

**Guidelines:** In the event that there is an issue related to the admission to or discharge from a state facility, the region encourages an attempt at resolution between the CSB Emergency Services or Aftercare Manager and the Director of Social Work at the state facility.

If the issue cannot be resolved through collaboration between the CSB and the Director of Social Work at the state facility within 2 business days, the informal process begins with notification to the Northern Virginia Regional Projects Office (NVRPO):

- The complaint is e-mailed, with any accompanying documentation, to the Regional Projects Director, Jean Post ([Virginia.Post@fairfaxcounty.gov](mailto:Virginia.Post@fairfaxcounty.gov)) at the NVRPO. The email includes specifics as to the nature of the concern, CSB Contact information, names of individuals involved in the issue, etc.
- NVRPO staff acknowledges receipt of the complaint within one business day, arranges a conference call to gather further information regarding the issue from the CSB staff and the Facility staff, and facilitates a collaborative discussion in an attempt to seek resolution of the issue.
- NVRPO staff documents the outcome of the discussion and plan for follow-up. If the conference call resolves the issue, the result is documented and no further follow up is required.

If the informal review process does not result in resolution within an additional 2 business days than a formal review is initiated.

If the issue exclusively involves a single CSB and NVMHI, then the CSB ED and the NVMHI Facility Director, their appointees and NVRPO participate in a conference call in an effort to develop a collaborative resolution. NVRPO will initiate the call and serve as scribe and record the results of this review.

If the issue involves service delivery system or regional protocols, then NVRPO staff presents the issue and documentation on the next Weekly Regional Management Group (RMG) conference call. Weekly RMG calls occur each Monday except for the Monday following a Friday in person RMG meeting. NVRPO staff serves as scribe and records the results of the RMG review.

In both the individual and system formal review process, the resolution is formally documented and maintained at NVRPO. NVRPO staff is responsible for ensuring follow up of the proposed resolution.

If the Informal or formal review process does not result in an acceptable resolution, the issue is referred to the DBHDS Director of Acute Care Services for assistance.

This process should be followed for any complaint or dispute regarding an admission to or discharge from a state facility. The Discharge Protocols pertain when determining responsibilities related to discharge planning. The DBHDS regulations regarding Human Rights and HIPAA should be followed at all times.

Any emerging or ongoing issues affecting the collaboration between CSB discharge planning staff and NVMHI social work staff may be addressed in the quarterly joint meeting and/or in the monthly Aftercare Managers meeting.

NOTE: If the complaint involves a violation of Human Rights, the provider complies with processes outlined in the DBHDS' [Chapter 115: Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Behavioral Health and Developmental Services](#).